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|-------------------------------|------------------------|---------------------|--|
| Notice of Allowability | Application No. | Applicant(s) | |
| | 10/540,284 | BSSERT ET AL. | |
| | Examiner | Art Unit | |
| | NATHAN H. BROWN JR | 2129 | |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTO-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. This communication is responsive to the communication of October 5, 2010.

2. The allowed claim(s) is/are 21-23, 26, 28-34, 36-38 and 40-44 renumbered as 1-19.

3. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some* c) None of the:

1. Certified copies of the priority documents have been received.

2. Certified copies of the priority documents have been received in Application No. ____.

3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: ____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.

5. CORRECTED DRAWINGS (as "replacement sheets") must be submitted.

(a) including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached 1) hereto or 2) to Paper No./Mail Date ____.

(b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date ____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).

6. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. Notice of References Cited (PTO-892)

5. Notice of Informal Patent Application

2. Notice of Draftsperson's Patent Drawing Review (PTO-948)

6. Interview Summary (PTO-413),
Paper No./Mail Date 413B form attached.

3. Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date ____.

7. Examiner's Amendment/Comment

4. Examiner's Comment Regarding Requirement for Deposit
of Biological Material

8. Examiner's Statement of Reasons for Allowance

9. Other ____.

/Nathan H. Brown, Jr./
Examiner, Art Unit 2129

Detailed Office Action

The examiner notes that the applicant's in the remarks presented on October 5, 2010 indicated on page 6 of the remarks that the claims had been amended to incorporate the subject matter of claim 24¹ when in actuality it is presumed that the applicants intended to state that claim 21 had been amended to incorporate the subject matter of claim 25 rather than claim 24.

Examiner's Amendment

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Ms Tina Gonka on October 29, 2010.

The application has been amended as follows:

IN THE CLAIMS:

Claim 21 has been changed to:

21. (Currently amended) A help system comprising: a data processing device storing a first help facility, wherein the first help facility provides help data to a user on the basis of context data produced implicitly or explicitly by the user, wherein the help data is stored in the first help facility; and a non-volatile storage medium storing a second help facility accessed by the data processing device via the Internet such that the context data is adopted automatically in the second help facility, wherein the second help facility provides additional online help data to the user on the basis of the context data, wherein the additional online help data is stored in the second help facility,
wherein the additional online help data is visualized for the user in a display device together with the help data provided by the first help facility,
wherein the first help facility is configured as an offline help facility and the second help facility is configured as an online help facility, and
wherein the context data comprises data and/or information about the version of the first help facility.

¹ It is assumed that the applicants intended to make reference to claim 25 on page 6 of the

Claim 27 has been changed to:

27. (canceled)

Claim 34 has been changed to:

34. (Currently amended) An automation device, comprising:

a help system, the help system comprising:

 a data processing device storing a first help facility,
 wherein the first help facility provides help data to a user on
 the basis of context data produced implicitly or explicitly by
 the user, wherein the help data is stored in the first help
 facility; and

 a non-volatile medium storing a second help facility
 accessed by the data processing device via the Internet such
 that the context data is adopted automatically in the second
 help facility, wherein the second help facility provides
 additional online help data to the user on the basis of the
 context data, wherein the additional online help data is stored
 in the second help facility,

 wherein the additional online help data is visualized for
 the user in a display device together with the help data
 provided by the first help facility,

wherein the first help facility is configured as an offline help facility and the second help facility is configured as an online help facility, and

wherein the context data comprises data and/or information about the version of the first help facility.

Claim 38 has been changed to:

38. (Currently amended) A method for providing help data, the method comprising:

implicitly or explicitly defining context data regarding a first help facility by a user;

providing offline help data to the user, the offline help data being based on the context data, and wherein the offline help data is stored in the first help facility;

automatically adopting the context data in a second help facility;

providing additional online help data to the user based on the context data by the second help facility, wherein the additional online help data is stored in the second help facility,

wherein the additional online help data provided by the second help facility is visualized for the user in a display device, together with the offline help data provided by the first help facility,

wherein the context data is stored as at least one link, and the second help facility is automatically activated via said link or any link, and

wherein the context data comprises data and/or information about the version of the first help facility.

Reasons For Allowance

2. The following is an examiner's statement of reasons for allowance: claims 21, 34, and 38 are considered allowable since when reading the claims in light of the specification, as per MPEP §2111.01 or Toro Co. v. White Consolidated Industries Inc., 199 F.3d 1295, 1301, 53 USPQ2d 1065, 1069 (Fed. Cir. 1999), none of the references of record alone or in combination disclose or suggest the combination of limitations specified in the independent claims, more specifically,

Claims 21, 34 and 38:

...wherein the context data is stored as at least one link, and the second help facility is automatically activated via said link or any link, and wherein the context data comprises data and/or information about the version of the first help facility.

Because claims 22,23, 26, 28-34, 36, 37 and 40-44 depend directly or indirectly on either one of claims 21, 34 or 38, these claims are considered by the examiner to be allowable for at least the same reasons provided above with respect to claims 21, 34 and 38.

3. The above limitations find support, for example, at pg. 7, of the originally filed specification of the instant application.

4. The Prior art of reference Espinoza, "A World Wide Web Based Presentation System For An Adaptive Help System", November 18, 1996 discloses a help system comprising: a data processing device storing a first help facility.

Espinoza does not teach ...wherein the context data is stored as at least one link, and the second help facility is automatically activated via said link or any link, and wherein the context

data comprises data and/or information about the version of the first help facility.

5. The prior art of record and not relied upon is considered pertinent to the Applicant's disclosure:

Reid et al. (USPNUM: 7,200,614) - teaches a "dual information system for a representative of a contact center includes a first set of information directed for reference by the representative while the representative is online with a customer and a second set of information directed for reference or capability enhancement by the representative while the representative is offline from customers wherein the second set of information includes information automatically directed to the representative based on the representative's online contact with the customer...".

Conclusion

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on

Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to examiner Nathan H. Brown, Jr. who can normally be reached on M-F 1200-2000 and whose telephone number is (571) 272-8632 or supervising examiner Donald Sparks whose telephone number is (571) 272-4201.

Any response to this action should be mailed to:
Commissioner of Patents and Trademarks,
Washington, D. C. 20231;

Hand delivered to:

Receptionist,
Customer Service Window,
Randolph Building,
401 Dulany Street,
Alexandria, Virginia 22313,
(located on the first floor of the south side of the
Randolph Building); or

faxed to:

(571) 272-3150 (for formal communications intended for
entry.)

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have any questions on access to Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Nathan H. Brown, Jr./

Examiner, Art Unit 2129

/Donald Sparks/

Supervisory Patent Examiner, Art Unit 2129